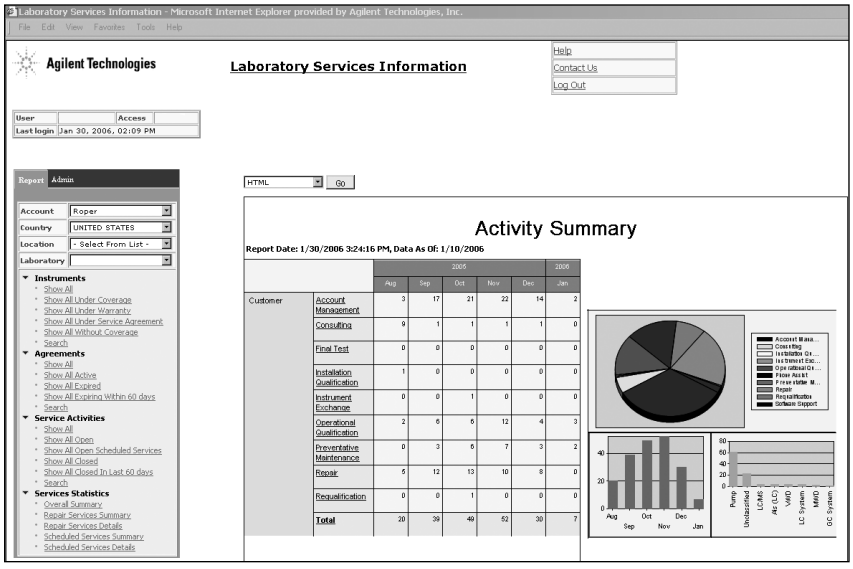
Asset Management and Service Reporting from Agilent Lab Resource Management

Technical Note



Specifications

- Detailed registry of all laboratory equipment
- Flexible views of service history information including maintenance, repair, and compliance records
- Useful summary reports on asset reliability and service delivery performance
- Account Relationship Manager to regularly review service performance
- Information available when and as you need it

Agilent Lab Resource Management (LRM) is a lab-wide instrument service management solution that reduces our clients' total cost of ownership and increases the operational efficiency of their labs. Integral to Agilent's LRM solution are Asset Management and Service Reporting. From the initial inventory of assets, to periodic reviews of all service-level metrics with Agilent Account Managers, Agilent provides LRM clients detailed information on all laboratory assets regardless of equipment type or vendor.

Agilent Technologies

Asset Registry

With hundreds or even thousands of pieces of equipment in today's laboratories, maintaining an accurate inventory can be a difficult and time consuming challenge. With an Agilent LRM agreement, Agilent creates a comprehensive list of all laboratory equipment, across labs and manufacturers. We use this data to coordinate all service activities including call logging and routing, call prioritization, parts planning and logistics, service scheduling, and service delivery.

Agilent Engineers collect, verify, and record all relevant details for each of your assets including:

- Asset number, model number, and serial number
- Instrument type, manufacturer, and description
- System owner, physical location, and cost location
- Service schedule and compliance requirements

We store your asset data centrally, privately, and securely in Agilent's Siebel CRM-based integrated Customer Service System. We can easily identify assets that are lost, damaged, or not in use to ensure you're not over-paying on service contracts and to maximize your return on invested capital for laboratory investments.

Service Planning and Scheduling

Service planning and scheduling are key elements of Agilent's LRM solution. Agilent proactively schedules services like preventive maintenance (PM) and operational qualification (OQ) to meet established instrument availability needs while working around your laboratory priorities. To maximize lab productivity, Agilent onsite engineers actively track and manage service requirements for each instrument to establish service schedules with lab managers and users. Engineers also coordinate planned services for your modular equipment so that it is maintained as integrated systems, rather than module by module. This helps to maximize instrument uptime and availability. Agilent's client-focused approach to service planning and scheduling maximizes on-time delivery of all scheduled services across the lab and assures that instruments are never offline due to missed service commitments.

Agilent LRM reporting allows you to compare Agilent's service delivery performance for scheduled services against agreed upon service levels. Scheduled Services Summary Reports (Figure 1) provide information such as:

- Number of services scheduled by month
- Percent of on-time service delivery
- Explanation for any late service delivery
- Total hours and average activity hours for scheduled activities

Scheduled Services

Report Date: 1/11/2006 6:07:38 PM. Data As Of: 1/10/2006

Scheduled Services		Month		
		Aug	Sep	Oct
Customer B	Scheduled	6	7	16
	%Start In Same Month	83.33%	85.72%	83.75%
	%Start in Next Month	16.67%	14.28%	6.25%
	% Started > Next Month	0.00%	0.00%	0.00%
	Tot Activity Hours	51.00	50.00	111.00
	Avg Activity Hours	8.50	7.14	6.94

Figure 1. Scheduled Services Reports Summary Information on scheduled services (planned and provided), including percent of on-time service delivery.

Agilent LRM Service-Level Reporting

The Asset Management and Reporting information you receive with an Agilent LRM solution documents Agilent's service delivery performance and service levels. Agilent LRM clients are able to verify on-time, effective service delivery and can “drill down” to perform root-cause analyses of any deviation from established service-level agreements. Service delivery metrics are continuously monitored to improve Agilent's LRM service delivery process for each unique laboratory environment.

Agilent assigns an Account Relationship Manager to each LRM client to regularly review LRM service delivery. Clients may review service level metrics at virtually any level of granularity, or may view holistic Summary Reports of all service events that can be compared to service level agreements (see Figure 2). Summary Reports include information such as:

- Average instrument downtime
- Percent same day repair
- Percent next day repair
- Percent first visit repair

Repair Response

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Repair Response		Month		
		Aug	Sep	Oct
Customer C	Call Volume	46	38	35
	Avg (days) Response	0.55	0.30	0.28
	%Response Time Met	91.30%	97.37%	97.14%
	% Same Day Response	86.96%	94.74%	91.43%
	% Next Day Response	8.70%	5.26%	8.57%
	% > Next Day Response	4.34%	0.00%	0.00%
	Avg (days) Downtime	1.17	0.85	0.71
	% First Visit Repair	84.78%	89.47%	94.29%
	Tot Activity Hours	226.15	168.35	135.78
	Avg Activity Hours	4.92	4.43	3.88

Figure 2. Service Level Reporting documents Agilent's service delivery performance to established LRM service level agreements.

Instrument Reliability Reporting

Instrument Reliability Reporting identifies instruments that may no longer be cost-effective to maintain in operation. The flexible reporting capabilities of Agilent LRM provide actionable data you can use to make informed decisions about instrument retirement, service levels, and future instrument purchases.

Agilent LRM reports provide trend analyses by technique, by brand, by site, by lab, and over defined time periods. Total service cost of ownership for equipment may be considered through reportable service metrics such as:

- Repair levels and frequency
- Instrument downtime
- Engineer hours to repair
- Calibration and compliance records

Data Availability

Access to the most up-to-date information regarding asset service histories, scheduled service plans, and Agilent's delivery performance is provided by Agilent's Lab Resource Management instrument service solution. Agilent LRM Reports may be delivered periodically or online through a secure customer access portal*. Agilent will continue to extend the depth, flexibility and convenience of our reporting tools and methods so that our clients have the information they need to make informed decisions about their instruments and service levels. Custom-reporting options are also available for an additional charge.

*Customer access portal availability planned for July 2006.

For More Information

For more information on our products and services, visit our Web site at www.agilent.com/chem.

Please contact your local Agilent Sales Representative to learn more about Agilent's Lab Resource Management. Or visit online at www.agilent.com/chem/LRM6.

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